TurboMeeting User Manual

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Preface

TurboMeeting is a multi-function web collaboration system. The client-server architecture requires Internet connectivity for its operation. TurboMeeting has four distinct functions based on these meeting types:

1. **Interactive Meetings** – This refers to conventional web conferencing including sales presentations, product demos, and interactive collaboration.

2. **Remote Support** – This function simplifies the connection to another computer to control and support it and provides a remote reboot capability for unattended support.

3. **Seminars** – This function ensures seminars that are easy, fast and reliable to join. You can join without any downloads.

Organization

This manual provides the steps to use the **TurboMeeting** web collaboration system. The User Manual is organized as follows:

Section 1	Setting up TurboMeeting
Section 2	Hosting an Interactive Meeting
Section 3	Joining a Meeting
Section 4	Common Features
Section 5	Remote Support
Section 6	Seminars
Section 7	Remote Access to This Computer
Section 8	Unattended Support
Section 9	Scheduling Meetings
Section 10	Managing Profile
Section 11	Support Contact

Terminology

The following terms are used throughout this manual. In a meeting, a **participant** can be either the Host or an Attendee:

- The **Host** is the person who initiates the meeting. The Host must have a user account in TurboMeeting system.
- The **Attendee** is the person invited by the Host to join a meeting. Attendee does not need an account in TurboMeeting system.

The Host or an attendee can either be:

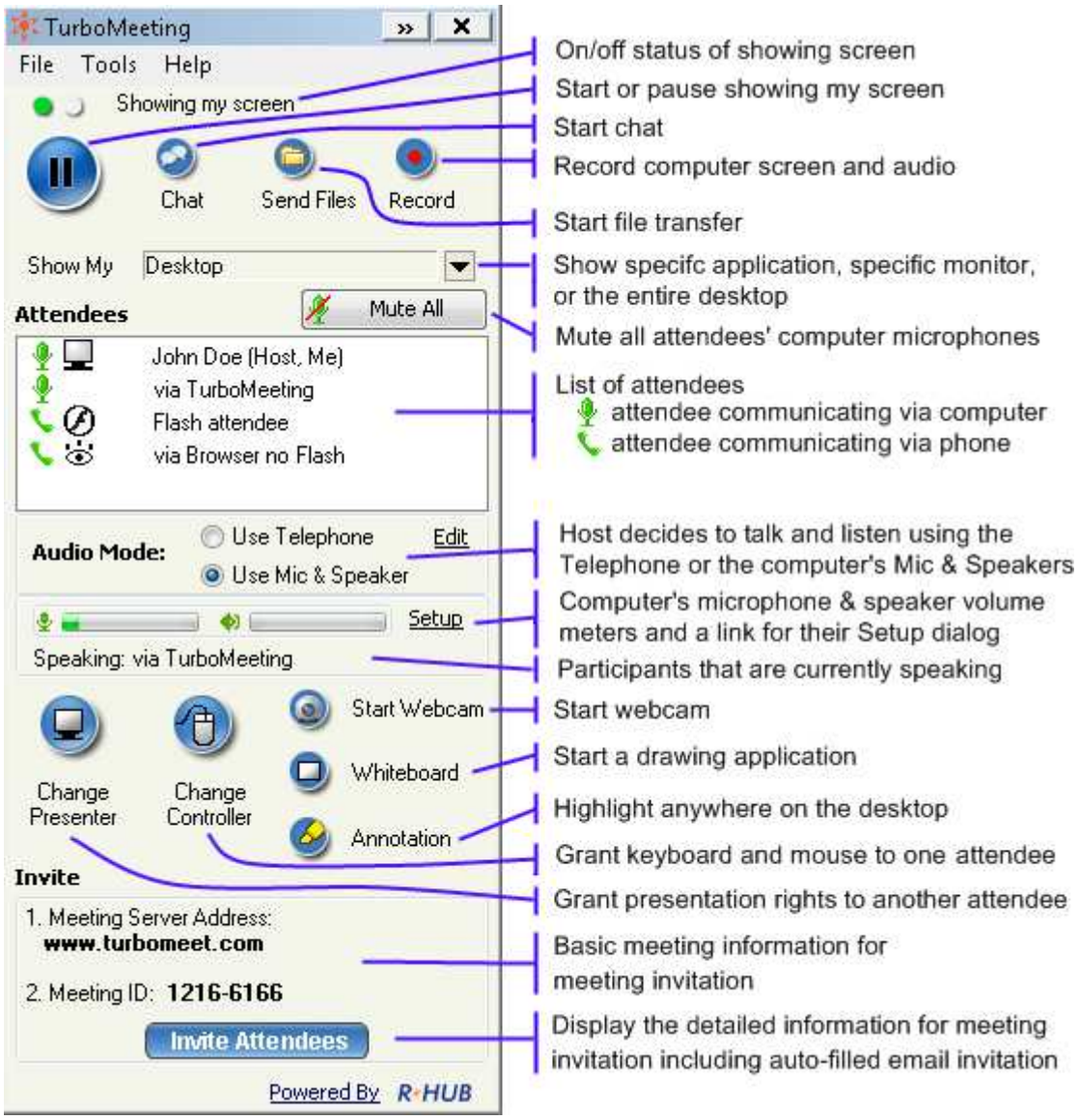
- The **presenter** showing their computer to all participants
- A **controller** controlling the Presenter's keyboard and mouse

Constraints

Here are a couple of constraints:

- There is only one host and one presenter at any moment in a meeting.
- The host or the current presenter can assign any participant to be the presenter.

TurboMeeting Control Panel and Key Functions for Presenter



TurboMeeting Control Panel for Presenter

1. Setting up TurboMeeting

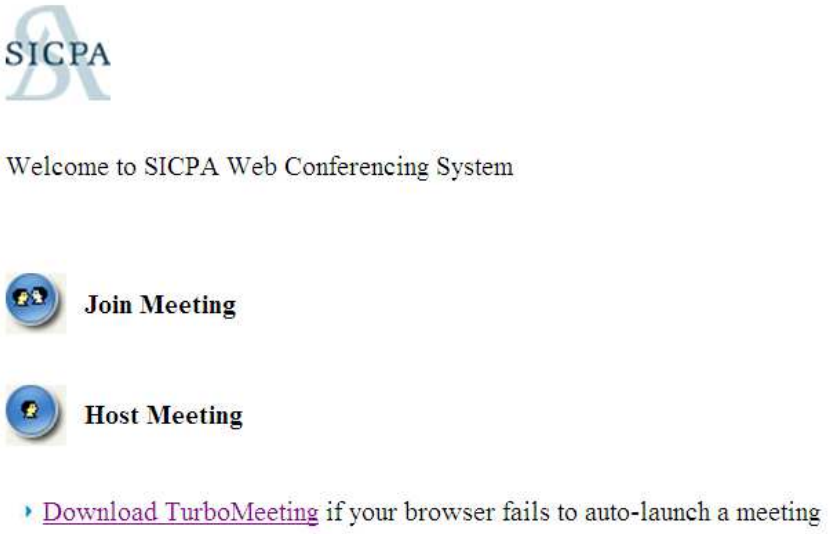
To host any type of meeting, you need to download and run the **TurboMeeting** client. You can do a manual or automatic download of TurboMeeting.

Only SICPA employees are permitted to "Host" meetings.

Access to the Turbomeeting service is granted by making a request to the Service Desk 6000.

Manual download

1. In a web browser, go to your meeting server web address: http://ch-joinme.sicpa.com

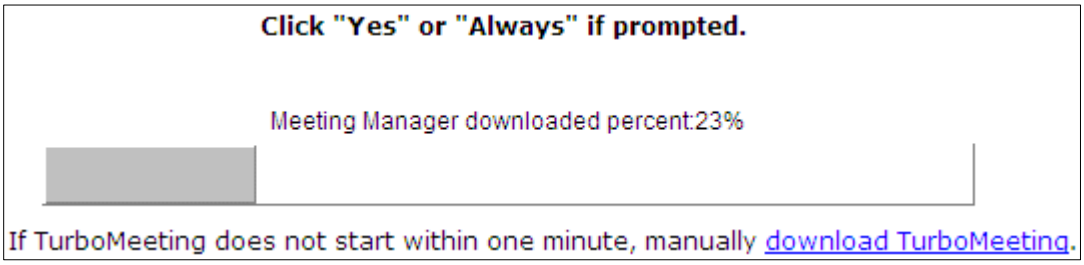

SICPA
Welcome to SICPA Web Conferencing System
Join Meeting
Host Meeting
Download TurboMeeting if your browser fails to auto-launch a meeting

Home Page

2. Click the Download TurboMeeting link.
3. Download TurboMeeting and run it.

Automatic download

1. In a web browser, go to your meeting server web address
2. Click the **Host Meeting** icon.
3. If a Java Virtual Machine (JVM) is installed in your system, a message will prompt for your permission to install TurboMeeting. Click **Accept**.


Click "Yes" or "Always" if prompted.
Meeting Manager downloaded percent:23%
If TurboMeeting does not start within one minute, manually download TurboMeeting.
Automatic download

After TurboMeeting is installed, you can launch it by clicking the **TurboMeeting** shortcut on your desktop or via your computer's **Start** menu → **Programs** → **TurboMeeting** → **Start Meeting.**

TurboMeeting shortcut

You will have to sign in to host a meeting. Provide the following information:

- Meeting Server Address (ch-joinme.sicpa.com)
- Username (pc logon username)
- Password (pc login password)

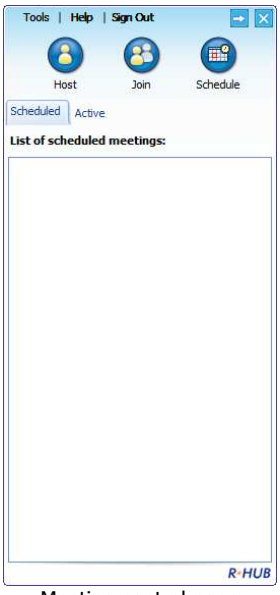
2. Hosting an Interactive Meeting

Using **TurboMeeting** 4-in-1 products, you can host four types of meeting. You can choose the type of meeting you want to host. This section discusses the steps to host an interactive meeting. This meeting type is the conventional method of web conferencing. Each attendee (using either PC or Mac) can interact in the meeting and can be the Presenter or a Controller.

1. Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop.

TurboMeeting shortcut

2. Enter the login credentials and **Sign In**.
3. In the meeting control pane, the options and List of scheduled meetings are displayed:
    - Host an unscheduled meeting
    - Join a meeting
    - Schedule a meeting

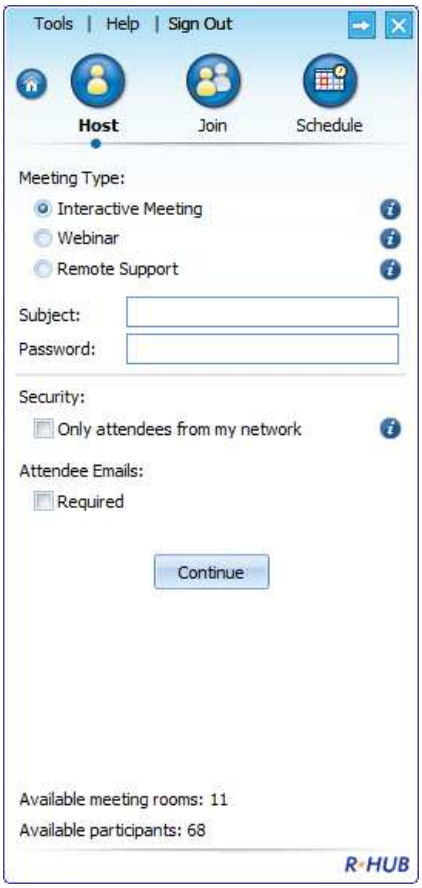


Meeting control pane

Click **Host an unscheduled meeting** to host an impromptu meeting.

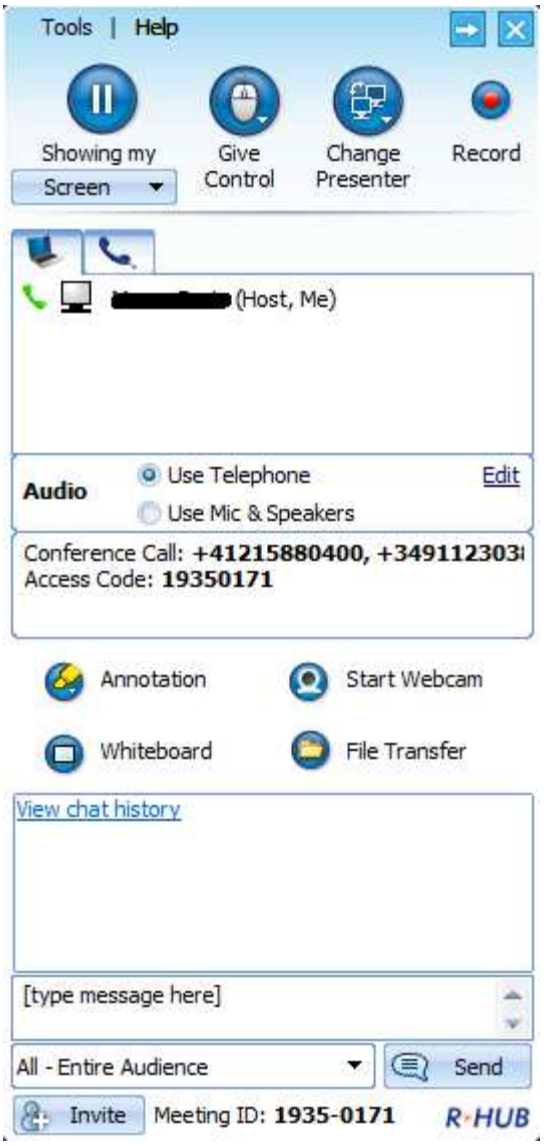
4. Select the **Interactive Meeting** type
5. Optionally, enter a **Password**. If you enter a password, the invitees also need to enter the same password.

6. For security reasons, you can limit your meeting attendees to be **Only attendees from my network**, with the exception of authorized public IP addresses. See the Administrator Manual about how to set these authorized public IP addresses.
7. Selecting **Attendee Emails Required** forces every attendee to this meeting to specify an email id when joining the meeting in addition to their name.
8. Click **Continue**.



Meeting selection

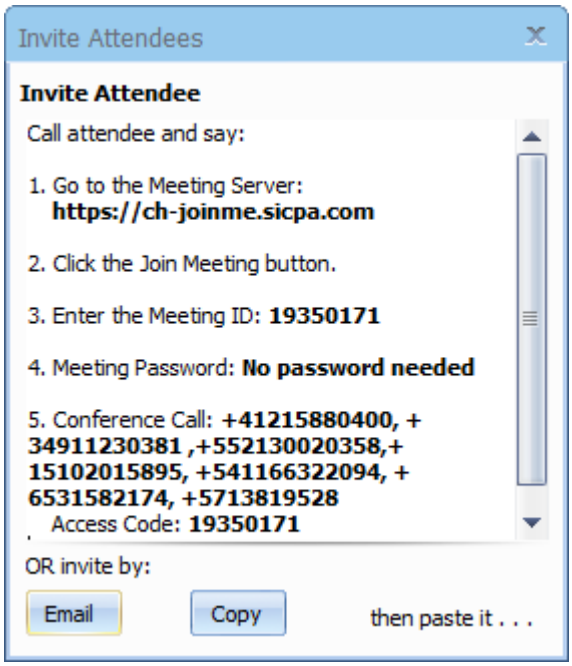
This screen displays the Attendees, the Meeting Server Address, and the Meeting ID.



Meeting screen

You can now invite attendees to join the meeting. To invite attendees:

9. Click **Invite Attendees**. There are two ways the attendees can join the meeting:
    - **Join interactively** – Using this option, an attendee can use built-in VoIP audio conferencing, present and control (remotely, via the Internet) the presenter's computer using the keyboard and the mouse. The steps that the attendee has to follow to attend the meeting are listed later. Click **Email** to mail the steps to the invitees or click **Copy** and paste the details to the attendees via online messaging tools.
    - **Join a view-only meeting** – Using this option the invitees can attend the meeting without downloading the **TurboMeeting** client. Click **Email** to mail the URL to the invitee or click **Copy** and paste the URL to the attendees via online messaging tools. **Warning:** view-only attendees cannot hear or be heard if built-in VoIP audio conferencing is used.



Two ways to invite attendees

3. Joining a Meeting

When you receive an invite from the host, open your browser and

1. Go to the meeting server's address https://ch-joinme.sicpa.com
2. Click the **Join Meeting** icon.
3. Fill in the **Meeting ID**, **Meeting Password** and **Your Name**.
4. Click the **Join Meeting** button.

Joining a meeting

5. If the meeting is a seminar, which does not require any download, you now join the meeting.
6. If the meeting is not a seminar and you have a Java Virtual Machine (JVM) installed in your system, a message will prompt for you to install TurboMeeting. Click **Accept**. Otherwise, you have to download the TurboMeeting client and run it.

If you have already installed the **TurboMeeting** client, follow these steps to join a meeting:

1. Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop.

2. Click the **Join a Meeting** button.

Option to join a meeting

3. Enter the **Meeting Server Address (ch-joinme.sicpa.com)**, **Meeting ID**, **Meeting Password** (if required), and **Your Name**.

Details required while joining a meeting

4. Click **Join Meeting**.

4. Common Features

There are many features that are common to all four types of meetings. This section discusses the common features.

4.1. Using the Audio Bridge and VoIP Audio Conferencing

The Turbomeeting service includes a phone call audio bridge allowing the use of traditional phones to "meet" in the same conference call.

When creating a meeting the audio bridge numbers will be shown on the invite to invited participants.

Participants can call one of the access numbers shown below

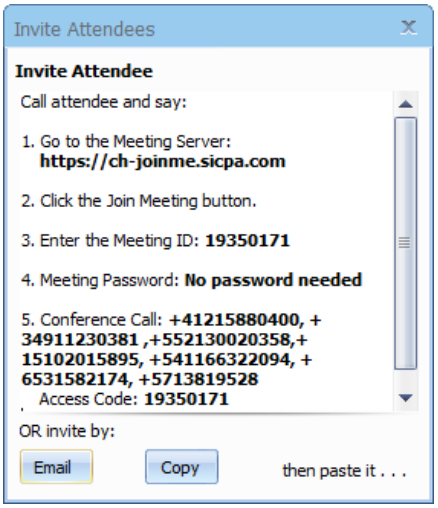
To enter the conference the user needs to enter the access code (meeting ID) followed by the "#" key.

When a conference is created with a password **(6 digits)** the user must enter the access code + star key + password +#

Example if the access code/conference ID was 10464463 and the password **(6 digits)** was 123456 the user would key into their phone

10464463*123456#

This would then place them into a voice conference.

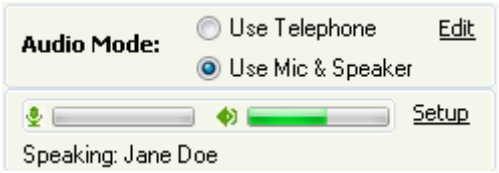

Invite Attendees
Invite Attendee
Call attendee and say:
1. Go to the Meeting Server:
https://ch-joinme.sicpa.com
2. Click the Join Meeting button.
3. Enter the Meeting ID: 19350171
4. Meeting Password: No password needed
5. Conference Call: +41215880400, +34911230381 ,+552130020358,+15102015895, +541166322094, +6531582174, +5713819528
Access Code: 19350171
OR invite by:
Email
Copy
then paste it . . .

Additionally TurboMeeting users can hold audio conferencing over the internet by using a headset connected to their computers.

However there is no link between the Audio Bridge details above and the use of the internal VOIP system on Turbomeeting.

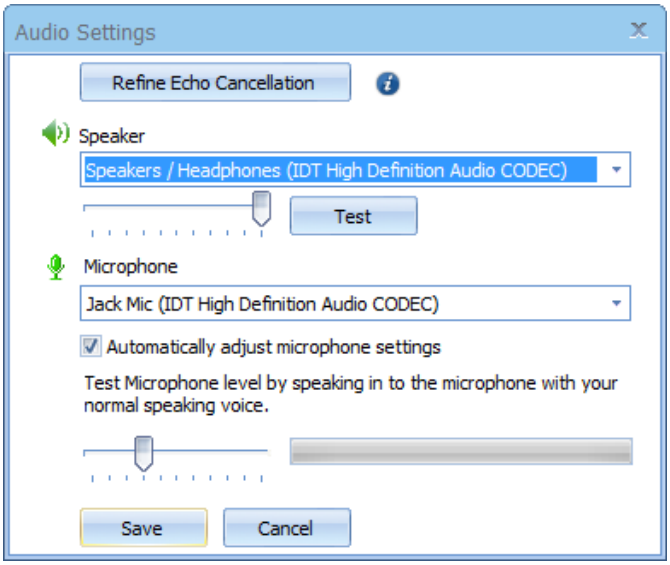
Use of a headset is strongly advised since built-in speakers used by any one attendee can generate echo for the other attendees.

The TurboMeeting presenter enables VoIP audio conferencing by choosing the "Use Mic & Speakers" audio mode:



Audio Modes, Volume meters, Speaking indicator

Once "Use Mic & Speakers" is chosen, each TurboMeeting attendee should be able hear and be heard with their headset. Attendees can click **Setup** to change the volume of their speaker or microphone or to change which device should be used as their speaker or microphone. It is best to setup and test new headsets before joining a meeting.

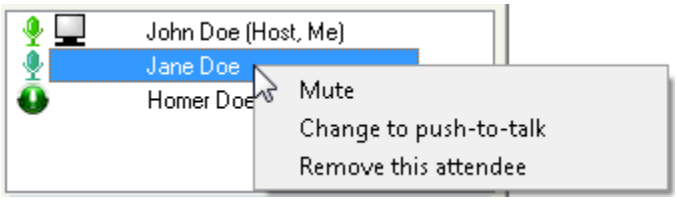


VoIP Audio Setup dialog

The **Push to Talk** function is activated when more than five possible talkers appear in a meeting (five is the default setting that can be changed by the administrator). When the **Push to Talk** button is present, the attendee must click and hold the **Push to Talk** icon to be heard.

Push to Talk button

An attendee can also see the **Push to Talk** icon if the host pushes the right mouse button on the attendee's name in the Attendee list and chooses **Change to push-to-talk** for that attendee. Then, the host can undo this setting by pushing the right mouse button on the attendee and choosing **Change to free-to-talk**.



Host's right mouse Mute and Push-to-talk control over attendees

The host can also mute individual attendee's by pushing the right mouse button on an attendee's name in the Attendee list and choosing **Mute**. The host can mute all attendees in the meeting by clicking the **Mute All** button.

Host's 'Mute All' attendees button

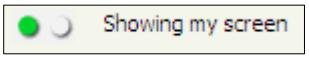
The host can minimize background noise and echo by selectively choosing any or all attendees and muting them or by individually forcing attendee's into Push-to-Talk mode.

Each attendee can mute themselves by clicking the **Mute Me** button or by pushing the right mouse button on their name in the Attendee list and choosing **Mute Me**.

Attendee's 'Mute Me' button

4.2. Pausing and Starting Screen Sharing

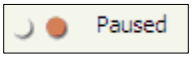
When you start a meeting, by default, your desktop will be shown to meeting attendees. The



green icon indicates that your screen is being shown.

Icon indicating active application sharing

To pause showing your screen, click the **Pause** button. The red icon indicates that the meeting is being paused.



Icon indicating that application sharing is paused

To start showing your screen, click the **Start** button. The icon will now become green.

4.3. Changing Application Sharing

By default, your desktop is shown to the other attendees. The **Show My** drop-down list displays all the applications open in your system. To show another application, click the **Show My** drop-down and choose a running application from the list.

Option to change application sharing

4.4. Changing Presenter

The attendees who have joined the interactive meeting can also be the presenter to show his or her computer screen to meeting participants. By default, the host will be the presenter. However, during a meeting the host and the current presenter can assign any participant to be the presenter. To change the presenter, click **Change Presenter** and choose the presenter.

Option to change presenter

4.5. Changing Controller

During the meeting, you as the presenter can assign a participant as the controller. A controller is the person who can control your mouse and keyboard.

To change the controller, click **Change Controller**. You can assign control directly to a specified participant or to all.

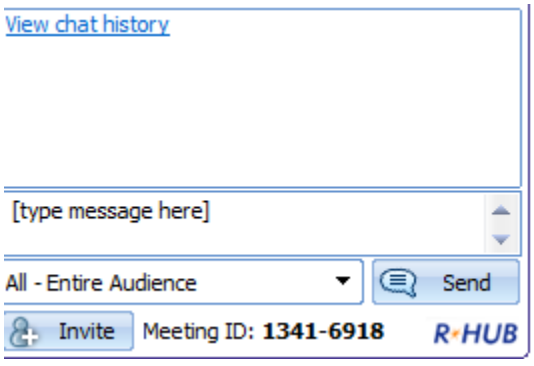
Change Controller option

Click **Change Controller** then **Reclaim Controller** to reclaim control from the specified controller(s).

4.6. Chatting

While convening a meeting you can also chat with attendees. To chat with the attendees:

- In the Chat window you have the option of choosing the attendees with whom you want to chat. Clicking the drop-down arrow lets you choose specific attendees to chat with.



Chat window

- Type in the text and click **Send**. To save the chat transcript click **Save**. Browse to the location and save the file. The chat is saved as a text file or a rich text file.

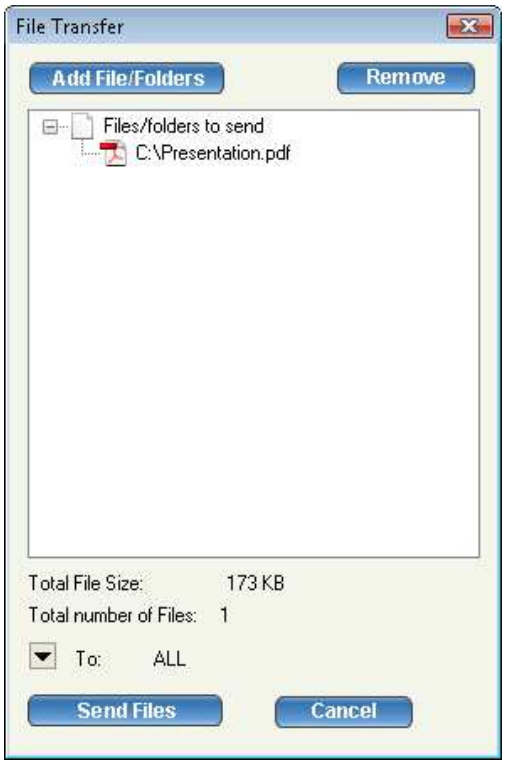
4.7. Sending Files

During a meeting, there may be a need to send some files between meeting participants. Instead of opening a mailing client and sending files, a participant can send files using TurboMeeting. To send files:

- Click **Send Files** to open the File Transfer dialog box.

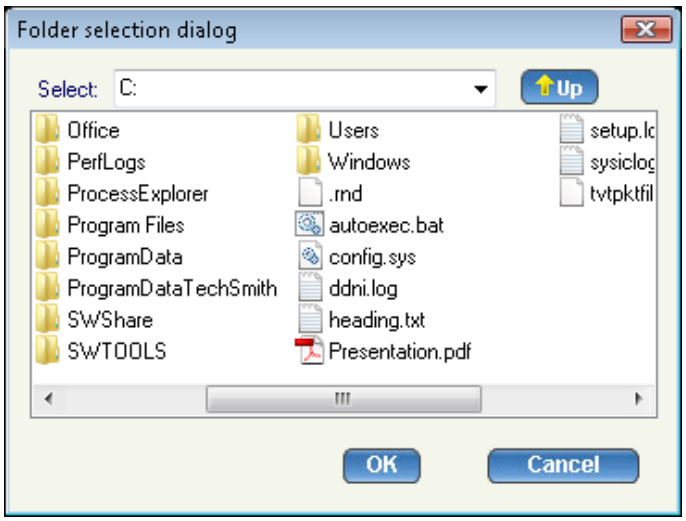
Send Files button

- Click **Add Files/Folders**.



File Transfer dialog

- **Select** a particular folder from the drop-down list. All the folders and files in that directory are displayed.



Folder Selection dialog

- Select the files, folders, or both and click **OK**. They are added to the list of files/folders to be sent.
- In the File Transfer dialog, click the drop down-arrow next to the **To** label, and then select the participants to whom the files should be sent. By default, the files are sent to all other participants.
- Click **Send Files**.

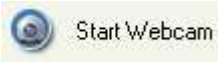
4.8. Recording

During a meeting, you can record the actions on the presenter's screen. If VoIP audio is used, the voices of all TurboMeeting attendees are recorded automatically. If VoIP is not used, the recording captures sounds via the computer's microphone; therefore, to record the meeting conversation, you need to turn on your speaker phone and move it close to the microphone on the computer doing the recording in order to capture conversations.

Click the record button to start recording and click it again to stop recording. When stopping the recording, the system prompts to ask you where to save the recording file. The file is an executable. Just run the file and it will replay the entire recording session.

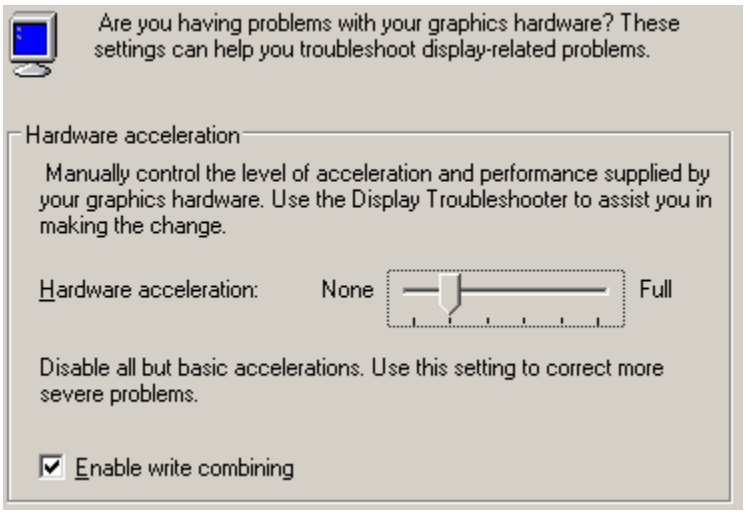
4.9. Using WebCam

During a meeting, each presenter can start their own web camera, or WebCam. The presenter's WebCam video will be visible to all attendees. If the presenter is changed, the new presenter can start their own WebCam, although only the current presenter's WebCam is visible to attendees.



WebCam option

If the web camera is not visible to attendees, the presenter can try to turn off or slow down hardware acceleration for the graphics card. On Windows, this setting is available via Display Settings, then by clicking the Advanced settings button, then by clicking the Troubleshoot tab.


Are you having problems with your graphics hardware? These settings can help you troubleshoot display-related problems.
Hardware acceleration
Manually control the level of acceleration and performance supplied by your graphics hardware. Use the Display Troubleshooter to assist you in making the change.
Hardware acceleration:
None
Full
Disable all but basic accelerations. Use this setting to correct more severe problems.
Enable write combining

Windows graphics card Hardware acceleration setting

4.10. Using Whiteboard

While making the presentation you might have to illustrate some points. The Whiteboard option in TurboMeeting is used for this purpose. Click Whiteboard and the Paint application opens, where you can illustrate certain points or draw diagrams.

Whiteboard option

4.11. Using Annotation

Using the Annotation feature you can highlight topics in your presentation. Click the **Annotation** button and choose the type of annotation from Pen, Highlighter, Spot and Arrow. Then, emphasize the interesting area using the mouse pointer.

Annotation option

When the annotation option is active, normal keyboard and mouse input ceases and essentially your computer screen freezes. To unfreeze your computer screen, hit the "Esc" key or click the Annotation button and select "Stop Annotation".

You can change the size of the annotation pen. Click the "Tools" menu item then "Annotation Pen Size" and select a new size.

4.12. Floating toolbar

The floating toolbar has the advantage of using very little of the presenter's screen space during a presentation while still providing buttons for the most common features of TurboMeeting.

Floating toolbar

4.13. Hide the Attendee List

As the meeting host, you can hide the attendee list from your attendees. Click the "Tools" menu item and then uncheck "Attendees can view attendee list".

4.14. Disable Recording Function

As the meeting host, you can disable recording functions so that none of the attendees can record the meeting session. Click the "Tools" menu item and then uncheck "Attendees can record".

4.15. Reporting

The reporting feature is covered in the Administrator Manual.

4.16. Changing Colors

There are three color options available in TurboMeeting that let you choose between speed and image precision:

- Low Quality (fastest)
- High Quality
- Truecolor (24-bit slowest)

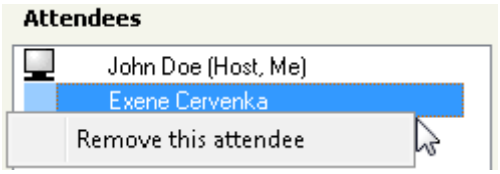
To change the color, choose the menu item "Tools" then "Change Color" and choose the relevant option. The High Quality color setting is recommended for its combination of speed and image quality.

4.17. Stop Additional Attendees

As the meeting presenter, you can stop any further attendees from joining the meeting. Click the "Tools" menu item then "Options" and check "Stop additional attendees".

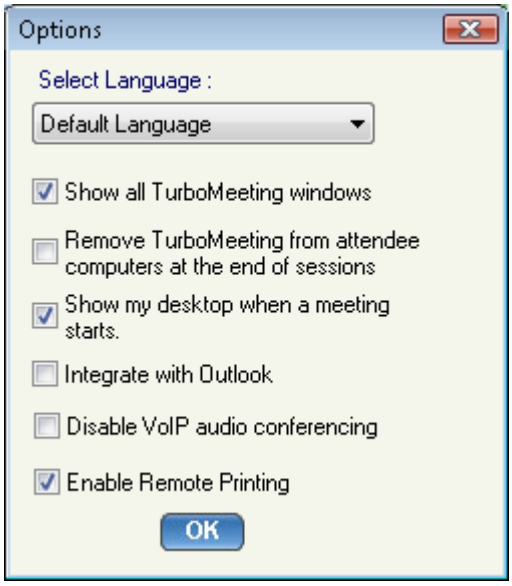
4.18. Remove Attendees

As the meeting presenter, you can remove attendees from the meeting. In the Attendees list, right click the attendee's name and choose "Remove this attendee".



4.19. Change Language for TurboMeeting UI

Each TurboMeeting user can change the language of their TurboMeeting user interface. Click the "Tools" menu item then "Options" and select a language from the drop-down list.



Options dialog

4.20. Show all TurboMeeting Windows

As the meeting presenter, you can display all transparent windows on your screen. By default, attendees cannot see the host's TurboMeeting and its associated windows since these windows

are treated as transparent. To expose the TurboMeeting control panel and associated windows, click the "Tools" menu item then "Options" and check "Show all TurboMeeting windows".

4.21. Auto-Uninstall TurboMeeting from Attendee Computers

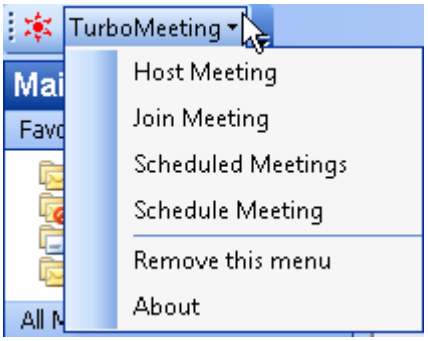
As the meeting host, you can tell the system to automatically uninstall the TurboMeeting client on the attendee computers at the end of a meeting session. Click the "Tools" menu item then "Options" and check "Remove TurboMeeting from attendee computers at the end of sessions".

4.22. Show Presenter's Desktop When Meeting Starts

As the meeting presenter, you can display all transparent windows on your screen when a meeting starts. Click the "Tools" menu item then "Options" and check "Show my desktop when a meeting starts".

4.23. Enable TurboMeeting Outlook toolbar

Users can add a TurboMeeting toolbar to Microsoft Outlook. Click the "Tools" menu item then "Options" and check "Integrate with Outlook". The Outlook toolbar looks like this:



TurboMeeting Outlook toolbar

4.24. Disabling/Enabling VoIP Audio Conferencing

You can disable or enable VoIP audio conferencing on a particular computer. While TurboMeeting has been thoroughly tested, some computers may not work well with the VoIP function and may cause the web meeting to have audio-related issues. Disabling VoIP on troublesome computers solves these issues.

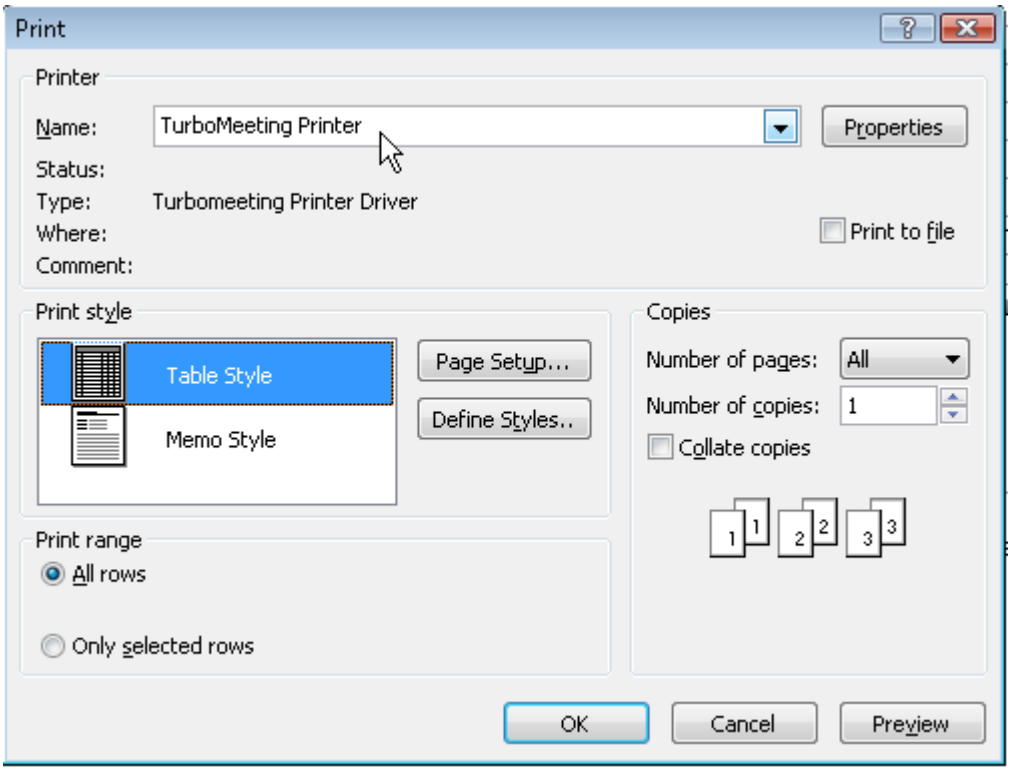
By default, VoIP is enabled for interactive and remote support meetings. VoIP is disabled for both seminars and remote access sessions because the view-only client software for seminars does not support VoIP and VoIP can potentially disclose private conversations in unattended remote access sessions.

To disable VoIP, click the "Tools" menu item then the "Options" menu, uncheck the "Disable VoIP audio conferencing" option and click OK.

4.25. Remote Printing

Remote printing is the ability to print directly from the host computer to a printer on the attendee's network. This is useful if the host is printing from an application that is not installed on the attendee's computer. To print to an attendee's printer, click the "Tools" menu item then

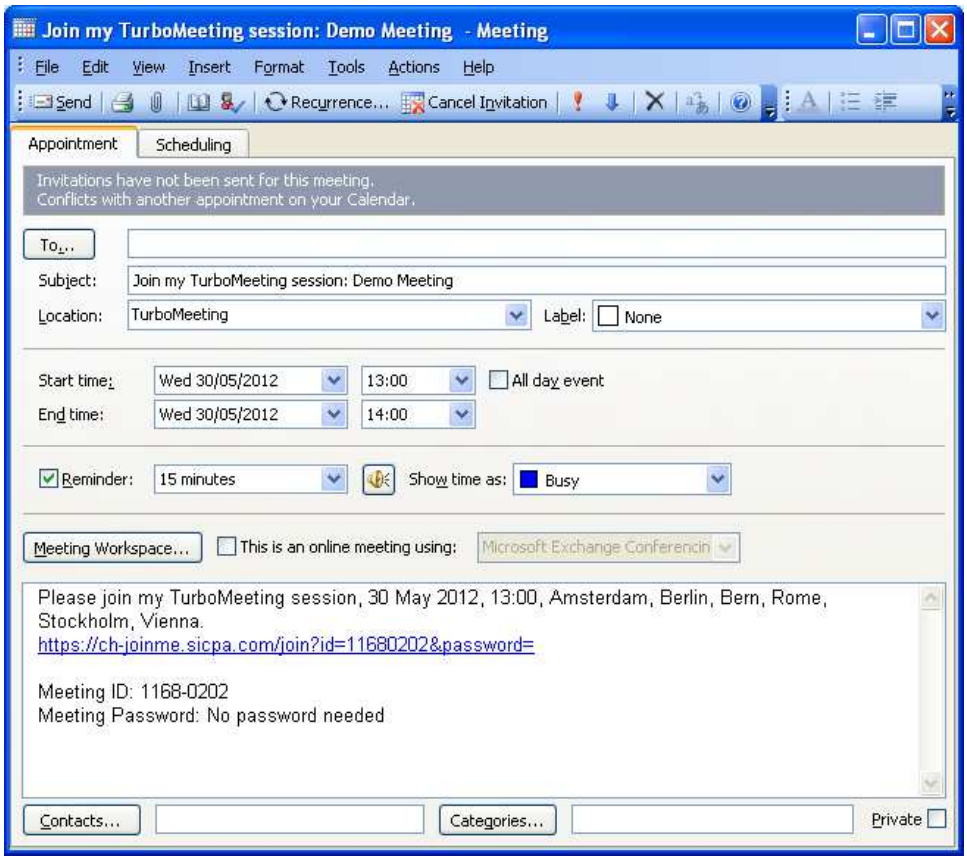
the "Options" menu, check the "Enable Remote Printing" option and click OK. Then, open the file to print and select Print. Choose the TurboMeeting Printer and click OK.



Choose TurboMeeting Printer to send output to attendee's printer

4.26. Outlook Integration

Outlook messages with calendar events are automatically generated when a TurboMeeting user schedules a meeting. An Outlook message can also be automatically generated when a user chooses to invites attendees to a future or an active meeting.


Join my TurboMeeting session: Demo Meeting - Meeting
File Edit View Insert Format Tools Actions Help
Send Recurrence... Cancel Invitation
Appointment Scheduling
Invitations have not been sent for this meeting.
Conflicts with another appointment on your Calendar.
To...
Subject: Join my TurboMeeting session: Demo Meeting
Location: TurboMeeting
Label: None
Start time: Wed 30/05/2012 13:00 All day event
End time: Wed 30/05/2012 14:00
Reminder: 15 minutes
Show time as: Busy
Meeting Workspace... This is an online meeting using: Microsoft Exchange Conferencin
Please join my TurboMeeting session, 30 May 2012, 13:00, Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna.
https://ch-joinme.sicpa.com/join?id=11680202&password=
Meeting ID: 1168-0202
Meeting Password: No password needed
Contacts... Categories... Private

Outlook message with calendar information is automatically generated for a scheduled meeting

4.27 Multiple Monitors for Presenter

If a meeting presenter has multiple monitors, the presenter can choose to display a specific monitor or the entire desktop, which is composed of more than one monitor.

Multiple Monitor selection in TurboMeeting

Below is the view that attendees would see for a presenter that has multiple monitors when the entire Desktop is displayed:

Multiple Monitor view if entire Desktop shown

4.28. Multiple Monitors for Supporter

A person that is providing Remote Support to a computer with multiple monitors is given the option in TurboMeeting to show the entire Desktop or to show individual monitors as shown below:

Remote supporter can view entire Desktop or individual monitors

4.29. Multiple Webcam Video

During a meeting, up to four TurboMeeting attendees can display the video from their webcams by clicking the "Start Webcam" button.

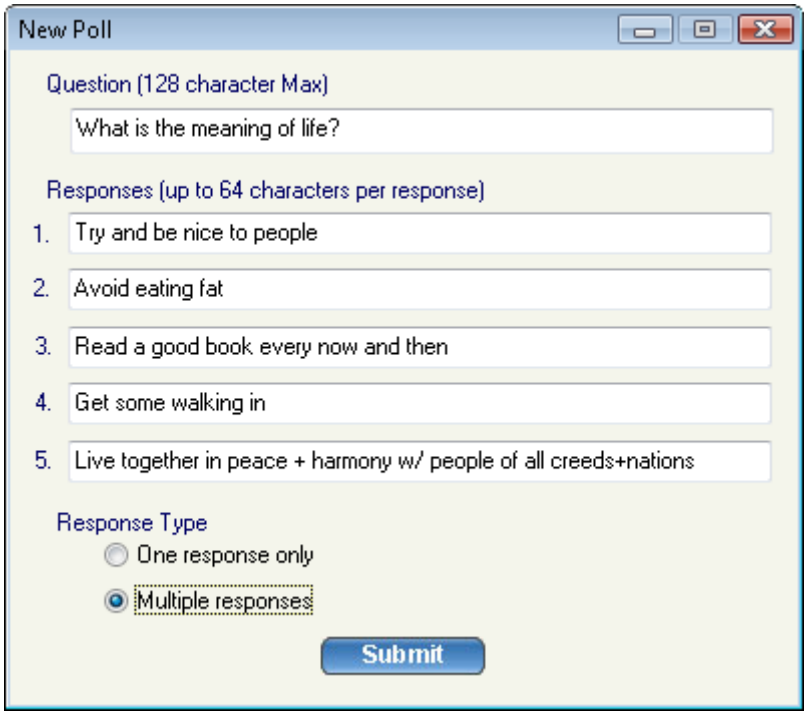
Multi-Party video conference from four attendees webams

The presenter controls the location of where the video appears in the viewer window. The presenter can change the size of the of Webcam window by clicking the Maximize/Minimize button.

4.30. Polling

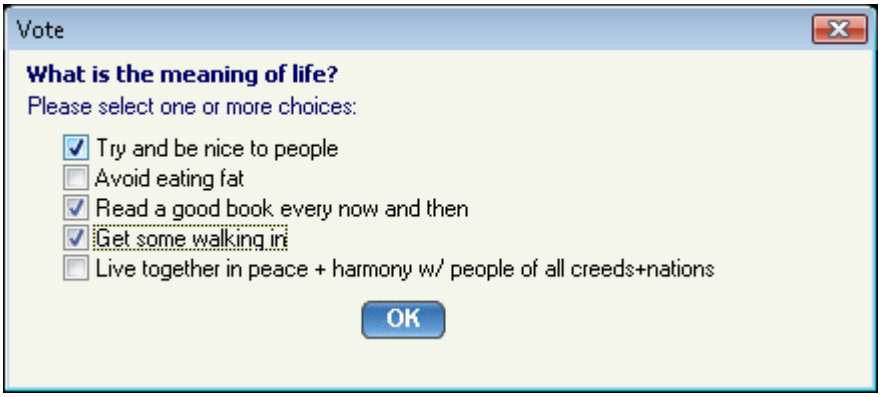
The host of a meeting can create a poll with questions and multiple choice answers for the attendees. Poll questions can be created ahead of time by clicking the Poll link in the user's "List of scheduled meetings". Or the host can create a poll question during the meeting by clicking the "Tools" menu item then the "Poll" option.

Each poll question can have up to five pre-determined answers. The poll can limit the attendees to voting for just one response or allow the attendees to vote for multiple responses.


New Poll
Question (128 character Max)
What is the meaning of life?
Responses (up to 64 characters per response)
1. Try and be nice to people
2. Avoid eating fat
3. Read a good book every now and then
4. Get some walking in
5. Live together in peace + harmony w/ people of all creeds+nations
Response Type
One response only
Multiple responses
Submit

Interface for creating a new Poll

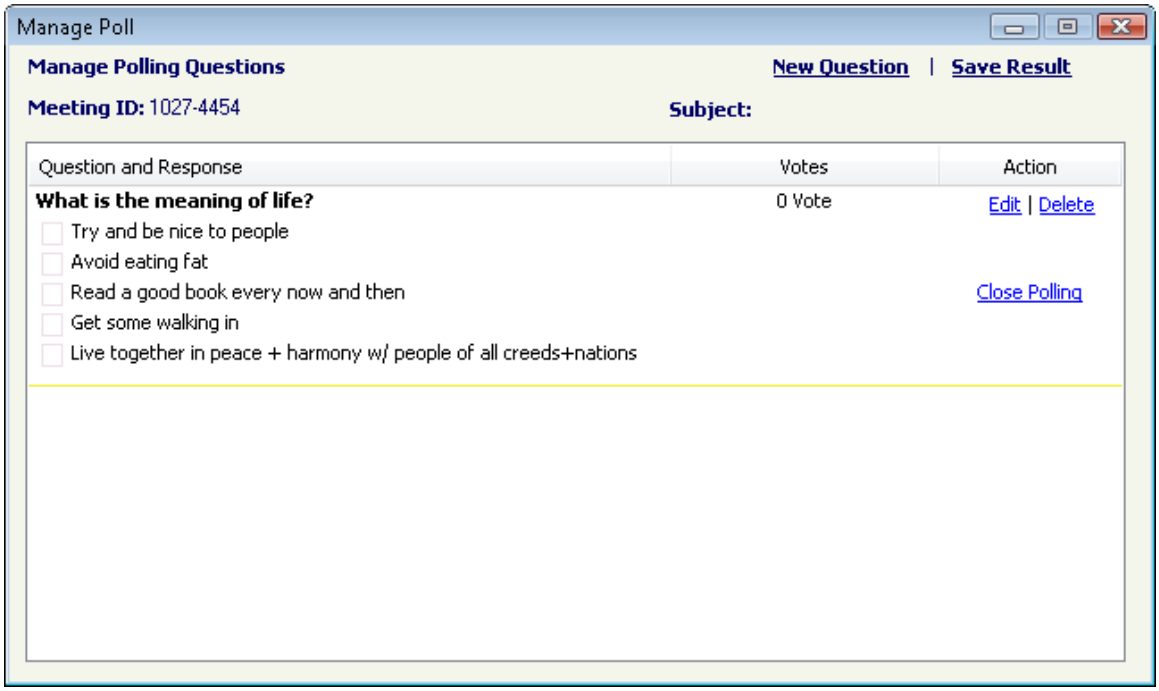
After the poll question is created, the host can begin polling the TurboMeeting attendees for responses. The attendees will see a window similar to this:


Vote
What is the meaning of life?
Please select one or more choices:
Try and be nice to people
Avoid eating fat
Read a good book every now and then
Get some walking in
Live together in peace + harmony w/ people of all creeds+nations
OK

Attendees voting window

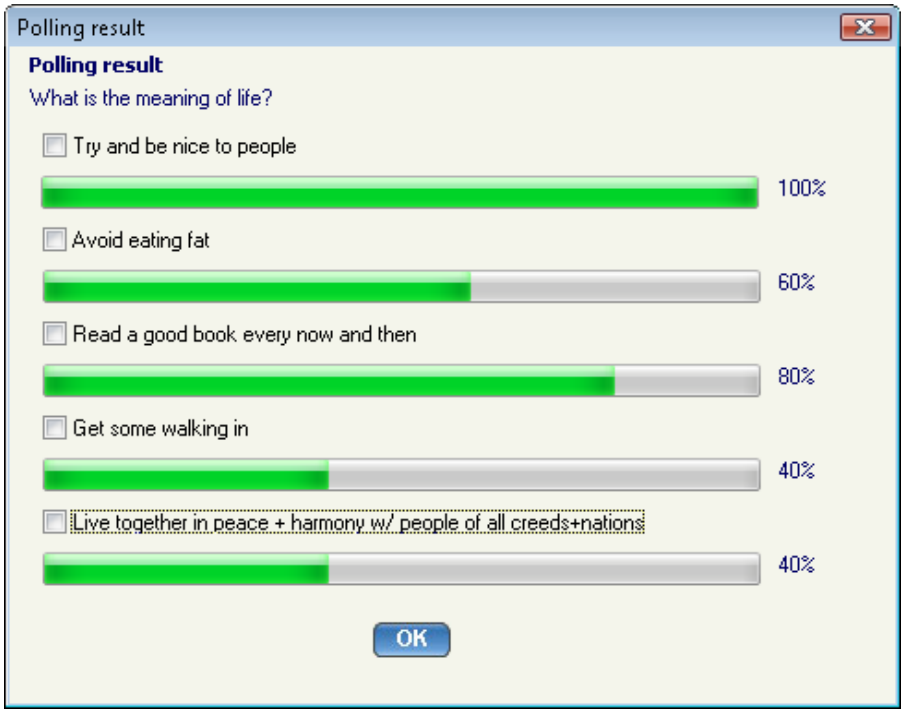
The poll stays open until the host decides to close polling. Once the poll is closed, the results are tabulated for each answer. The poll is blind: there is no way to determine how each attendee voted.

The host's "Manage Poll" window provides a Close Polling link. (A Start Polling link initially appears where Close Polling appears below).



The host's "Manage Poll" Interface

After the host closes the polling, the host sees a Share link where the Close Polling link used to be. When the host clicks the Share link, the attendees see a window with the polling results. Finally, the host can click the Share link to close each attendee's "Polling result" window.



The attendee's "Polling result" window

5. Remote Support

This function simplifies the access to another computer so that you can control and support it. As the host, you can view and control the attendee's computer as soon as the attendee joins the meeting. In addition, this feature provides a unique remote reboot capability.

5.1. Starting a Remote Support Meeting

1. Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop
2. Enter the login credentials and **Sign In**.
3. In the meeting control pane the options displayed are:
    - Host an unscheduled meeting
    - Join a meeting
    - Schedule a meeting

    Click **Host an unscheduled meeting** to host an impromptu support meeting.
4. In the next step, choose the **Remote Support** meeting type.
5. Enter the **Password**, which is optional. If you enter a password, the invitees also need to enter in the same password.
6. Click **Continue**. This screen displays the Attendees, the Meeting Server Address, and the Meeting ID.

5.2. Inviting the Attendees

Consider a situation where you are facing a problem with your system and want the technician to access your system and solve the problem. In such situations the technician hosts a Remote Support Meeting and invites you to join the meeting.

Another instance could be a situation where more than one person is required to investigate and solve the problem. Consider for instance a case where you and your team leader have to support a computer facing some issue. In such a case, your team leader can initiate a Remote Support Meeting and invite you to support the system facing problems.

By clicking **Invite Attendees** the meeting details can be emailed.

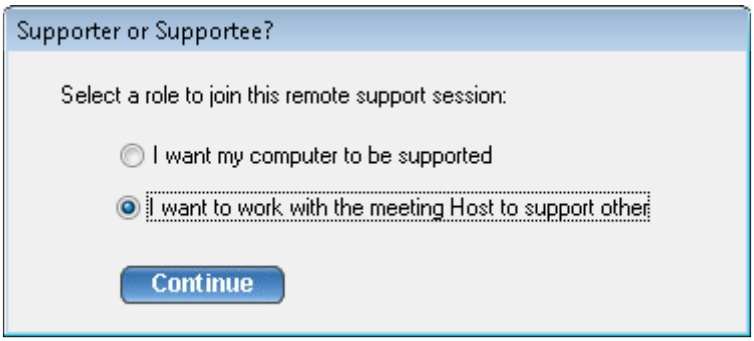
The option to **Join a view-only meeting** is not available for Remote Support.

5.3. Providing Multi-Tier Support

To join a meeting as a joint-supporter, you need a user account in the TurboMeeting system and follow the steps below.

1. Follow the path **Start** menu → **Programs** → **TurboMeeting** → **Start Meeting** or double-click the TurboMeeting shortcut from the desktop.
2. Enter the login credentials and **Sign In**.
3. In the meeting control pane the options displayed are:
    - Host an unscheduled meeting
    - Join a meeting
    - Schedule a meeting

    Click **Join a meeting** to join a Remote Support meeting started by someone else.
4. There are two different ways in which you can join the meeting.


Supporter or Supportee?
Select a role to join this remote support session:
I want my computer to be supported
I want to work with the meeting Host to support other
Continue

Options to join Remote Support Meeting

Here you choose the option **I want to work with the Meeting Host to support other**.

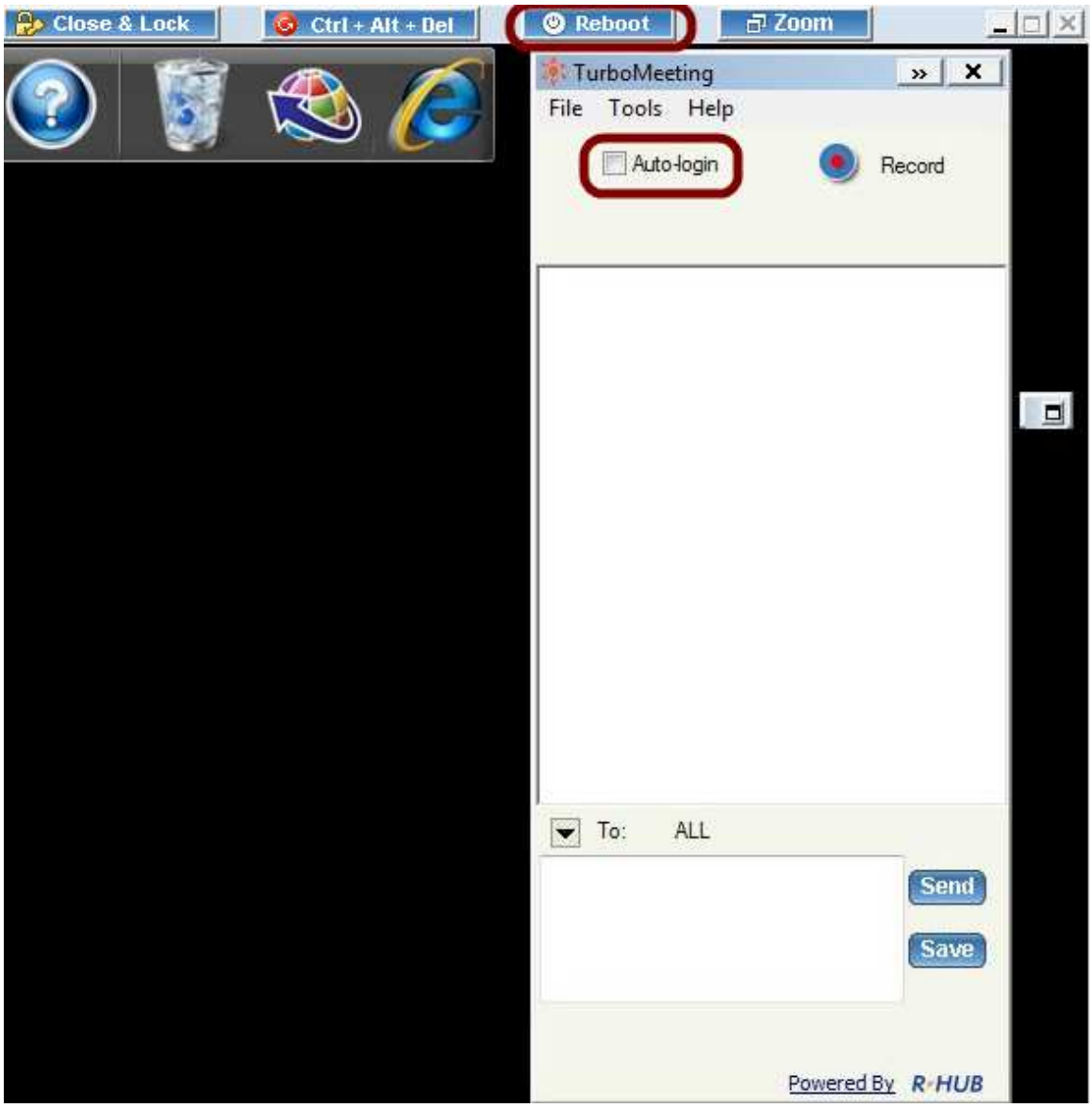
5.4. Switching to Training Mode

During a support session, you as the host may want to show your screen to the attendee to conduct a training session. You can **Change Presenter** so that you are the presenter. After the training session, you can change the presenter back to the attendee again.

5.5. Rebooting from Remote and Auto-Rejoining

There are situations where the attendee is not available at the system throughout the support session. However, the host may have to reboot the attendee's computer during the support session.

To reboot the attendee computer, the host simply clicks the **Reboot** button and chooses the reboot mode: "Reboot" or "Reboot to Safe Mode".



The view window of the remote support host

You can ask the attendee to input his computer password so that after reboot the remote computer can auto-login. This is important for unattended support. Follow the steps below:

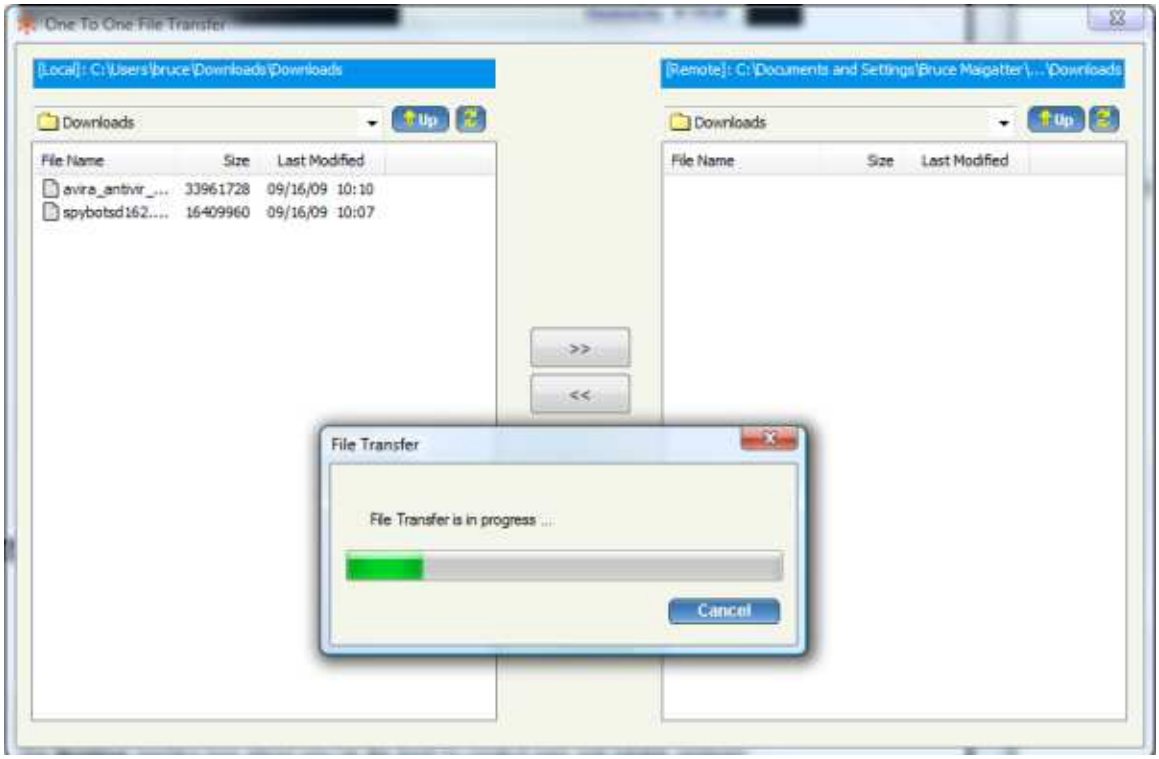
- Click the **Auto-Login** on the meeting panel.
- Input the password of the computer.

5.6. Closing Remote Support Session and Locking Computer

There are situations where the attendee is not available at the system throughout the support session. If the host finishes work on the remote computer, the host can click the **Close & Lock** button. This will close the remote support session and, as a safety measure, lock the attendee's computer. The result is that the attendee's computer will display the Windows Login screen if their computer is running Windows.

5.7. Remote Support One To One File Transfer

During a support session, you as the host may want to transfer files from your computer to the attendee's computer, or vice versa. To transfer files, the host clicks the **Send Files** button in TurboMeeting. The host then chooses which files and folders to transfer and which direction to transfer the files. For security reasons, a warning message is displayed if the host tries to transfer a file from the attendee's computer.



File Transfer window during Remote Support session

6. Seminars

The **Seminar** meeting type allows you (as the host) to conduct easy and reliable seminars. Attendees can join the seminar without downloading the TurboMeeting client and view the presenter's screen using "view-only-mode". Meanwhile, you can invite a few panelists who must join the seminar interactively. Meeting panelists can show their computer screens to all the meeting participants, which is different from view-only attendees.

Seminar registration and management pages are provided for you. See our Administration Manual for details on these pages.

6.1. Starting a Seminar

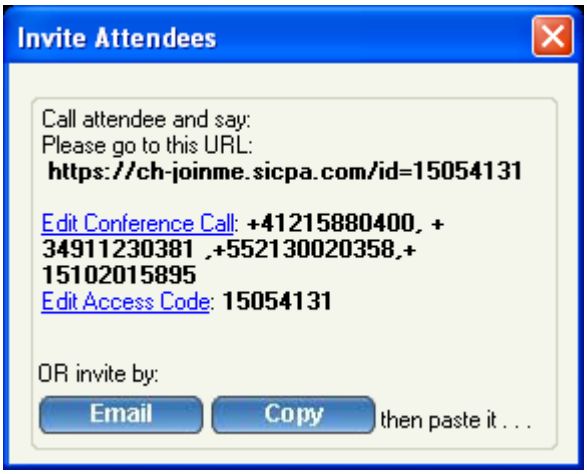
1. Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop
2. Click **Host a Meeting**
3. Enter your Meeting Server Address, Email Address and Password and click **Sign In**.
4. In the meeting control panel, the List of scheduled meetings and the options displayed are:
    - Host an unscheduled meeting
    - Join a meeting
    - Schedule a meeting

    Click **Host an unscheduled meeting** to host an impromptu meeting.
5. In the next step, choose the **Seminar** meeting type.
6. Optionally, enter a **Password**. If you enter a password, the invitees also need to enter the same password.
7. Click **Continue**. This screen displays the Attendees, the Meeting Server Address, and the Meeting ID.

6.2. Inviting Attendees

To invite attendees:

8. Click **Invite Attendees**.
9. Click **Email** to mail the URL to the invitee or click **Copy** and paste the URL to the attendees via online messaging tools.



Invite attendees for a seminar

6.3. Joining a Seminar

The meeting invite you receive from the host will contain the URL along with the seminar ID. Go to the specified URL to join the seminar.

Alternatively, you can go to the meeting server website, click the **Join Meeting** button and then fill in the Meeting ID, Meeting Password and Your Name to join the seminar.

6.4. Inviting Meeting Panelists

In the seminar mode, the host sends the URL details of the meeting to the attendee via email. The attendee who joins the seminar - by clicking the above URL - can also become an interactive attendee by clicking the **Switch to Interactive Meeting** button.

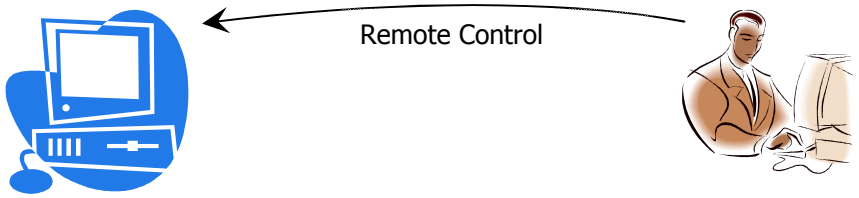
Switching to interactive meeting

If **TurboMeeting** is not previously installed, it will be downloaded automatically.

The host must assign an interactive attendee to be the presenter as a meeting panelist. All attendees including the host will be able to see the new presenter's screen.

7. Remote Access to This Computer

Using this meeting type, you can allow your computer to be remotely controlled. For example, the host computer (designated as the remote computer) in **location A** can be controlled by an attendee computer in **location B**. The **TurboMeeting** client should be installed in both the computers.



Host (remote computer) at Location A **Attendee at Location B**

You have to host a remote access meeting in the computer at **location A** before another computer at **location B** could access this particular remote computer.

Some of the features of this meeting type are:

- Always on after power recycled: The connection to the remote connection is restored even if there is a power outage at the remote location
- Meeting password encryption cannot be reverse engineered: The meeting password is encrypted superbly; there is no decryption algorithm available to determine this password.
- Auto-reconnection: The **TurboMeeting** client automatically verifies the connectivity every two seconds. If the connection is dropped for any reason, the client attempts to restore the connection.

7.1. Starting a Meeting for Remote Access

Follow the following steps for the computer at Location A:

1. Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop
2. Enter the login credentials and **Sign In**.
3. In the meeting control pane the List of scheduled meetings and the options displayed are:
    - Host an unscheduled meeting
    - Join a meeting
    - Schedule a meeting

    Click **Host an unscheduled meeting** to host an impromptu meeting.
4. In the next step, choose the **Remote Access to This Computer** meeting type.
5. Enter the meeting **Password (6 digits)**. The Password is mandatory **(6 digits)**.
6. Click **Continue**. This screen displays the Attendees, the Meeting Server Address, and the Meeting ID.

7.2. Remotely Accessing my PC

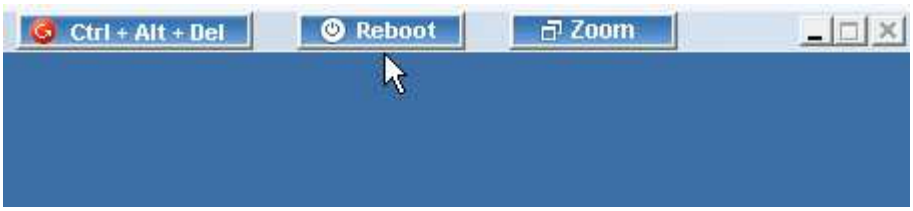
After you start a **Remote Access** meeting at Location A, you can now join the meeting from anywhere (Location B) to remotely control the computer at Location A.

- Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop
- Click the **Join a Meeting** icon
- Fill in the **Meeting Server Address**, **Meeting ID**, **Meeting Password (6 digits)** and **Your Name**. In this type of meeting, the Password is mandatory.

Note that you have to remember the meeting password. There is no way to recover the meeting password.

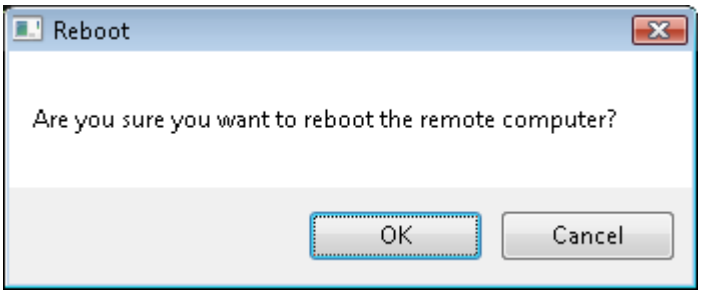
After joining a **Remote Access** meeting, you can perform the following remote tasks in addition to the remote control and file transfer:

- Control the task manager of the remote computer
- Reboot the remote computer



Option to reboot the remote computer

For example, if you click **Reboot**, the remote computer is rebooted upon confirmation.



Confirmation for rebooting a remote computer

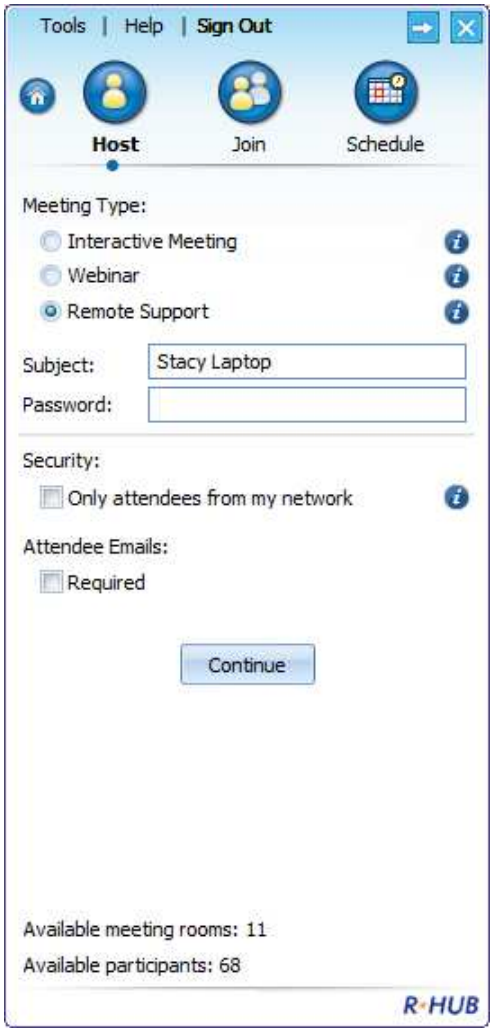
Note that even if you exit the **TurboMeeting** application from your computer at **location B**, the **TurboMeeting** client will still work on the remote computer at **location A**. This allows you to access the computer (in location A) from other places and different times.

You can use the **Zoom** option Fit-to-screen to fit the screen of the remote computer to the size of your screen. In addition, the **Zoom** option can show the remote computer's screen as a certain percentage of its original size.

8. Unattended Support

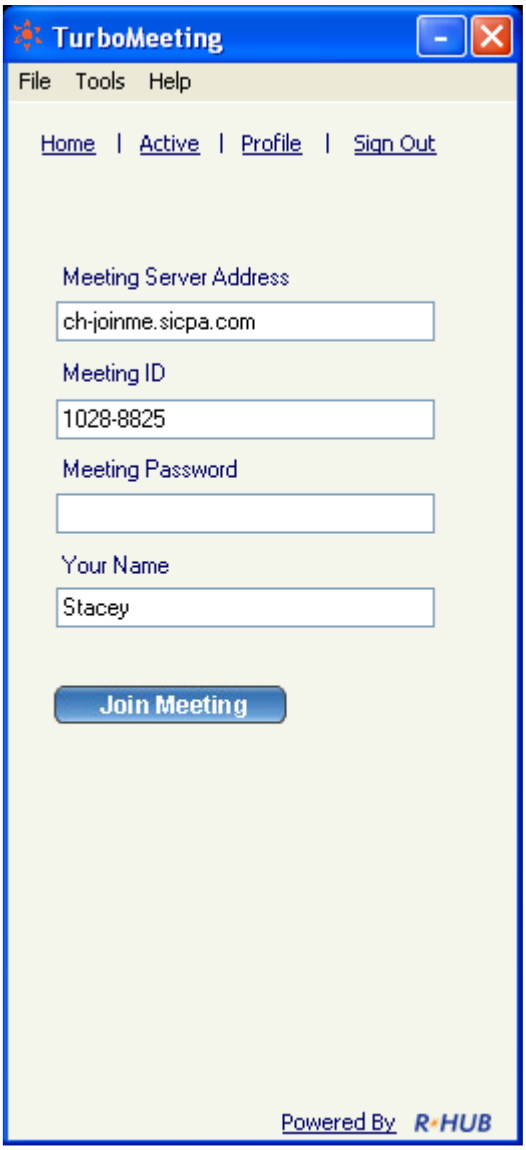
Unattended Support is a support session that occurs when the person being supported, the supportee, is not present when their computer is receiving support. An Unattended Support session works exactly the same as a "Remote Access to This Computer" meeting.

To enable an Unattended Support session (or meeting), the supporter first starts a Remote Support meeting and clicks continue:



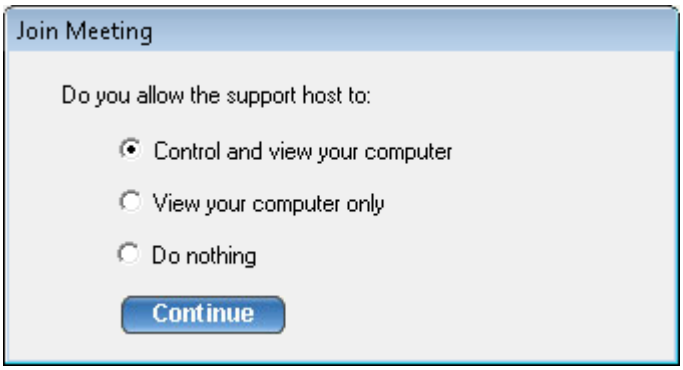
Supporter starts a Remote Support meeting

On the supportee's system, the supportee installs TurboMeeting and joins this Remote Support meeting with the generated Meeting ID.



Supportee joins the Remote Support meeting

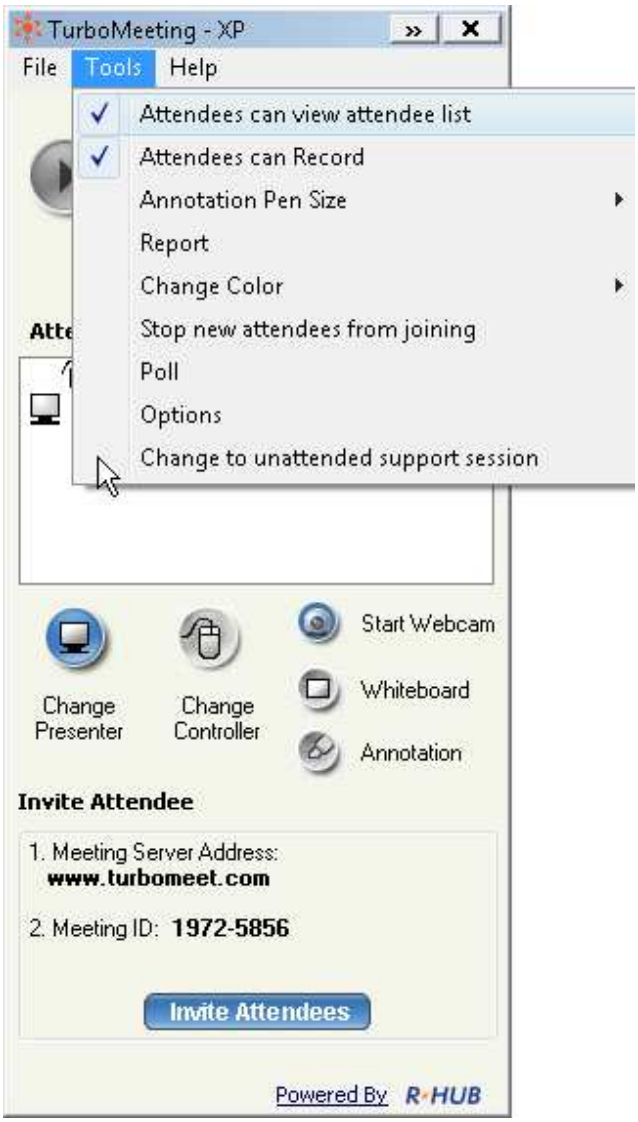
The supportee should accept the default answer: "Control and view your computer":



If the supportee is not a Windows Administrator, the "Run as Admin" option appears. Click the "Run as Admin" icon and specify an Admin's Name and Password for the supportee's computer:

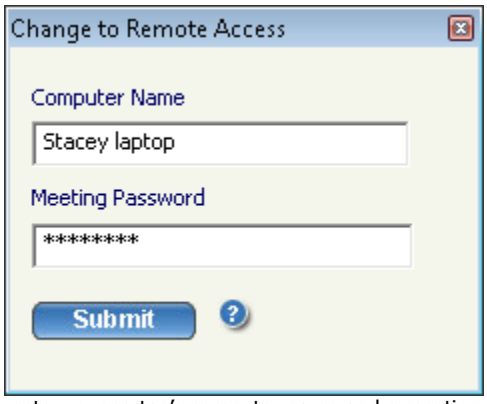
For Windows non-Admin users, specify an admin name and password

On the supporter's computer, choose Tools | "Change to unattended support session":



Supporter changes to unattended support session

The supporter must enter a Computer Name for the supportee and a Meeting Password:



Supporter enters supportee's computer name and a meeting password

The supportee must accept that the supporter can provide unattended support:

Supportee should accept that the supporter can provide unattended support

This meeting has now become a Remote Access meeting. From now on, the supporter will be able double click the meeting ID to access this meeting from their Active meeting list:

Supporter will always see this Remote Access meeting in their Active list

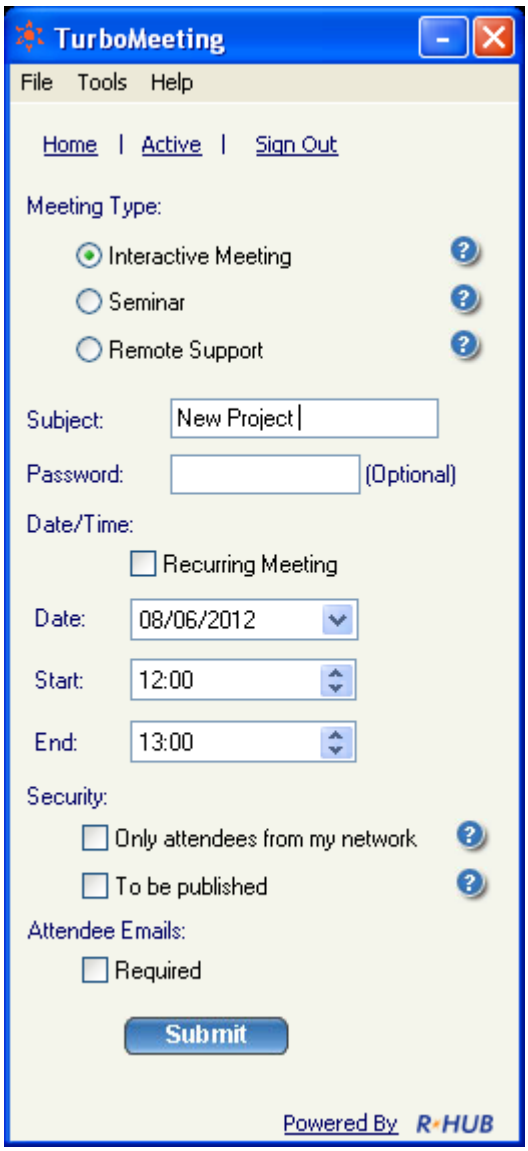
9. Scheduling Meetings

There might be instances when you have planned a meeting earlier and want to inform the invitees in advance. In such cases, you can schedule the meeting using the **Schedule Meeting** option.

9.1. Scheduling a Meeting

To schedule a meeting:

1. Log into **TurboMeeting**.
2. Click **Schedule a meeting**.



Scheduling meetings

3. Select the **Meeting Type**.

4. Mention the **Subject** of the meeting.
5. Enter the **Password**, which is optional for all meeting types but **Remote Access to this Computer**.
6. Select the **Date**.
7. Select the **Start** and **End** time.
8. Select **Recurring Meeting** to schedule a recurring meeting. If this option is selected, the Date and Time options are disabled.
9. Click **Submit**.

When you login to TurboMeeting next time, the scheduled meetings and the details are displayed.

9.2. Editing a Scheduled Meeting

To edit a scheduled meeting:

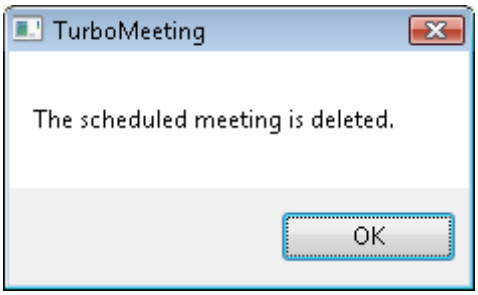
1. Click the **Edit** link of the respective meeting.
2. Make the necessary modifications.
3. Click **Submit**.

9.3. Starting a Schedule Meeting

To start a scheduled meeting, click the **Start** link for the respective meeting.

9.4. Deleting a Schedule Meeting

To delete a scheduled meeting, click the **Delete** link of the respective meeting. After a confirmation dialog, a message box says that the schedule meeting has been deleted.

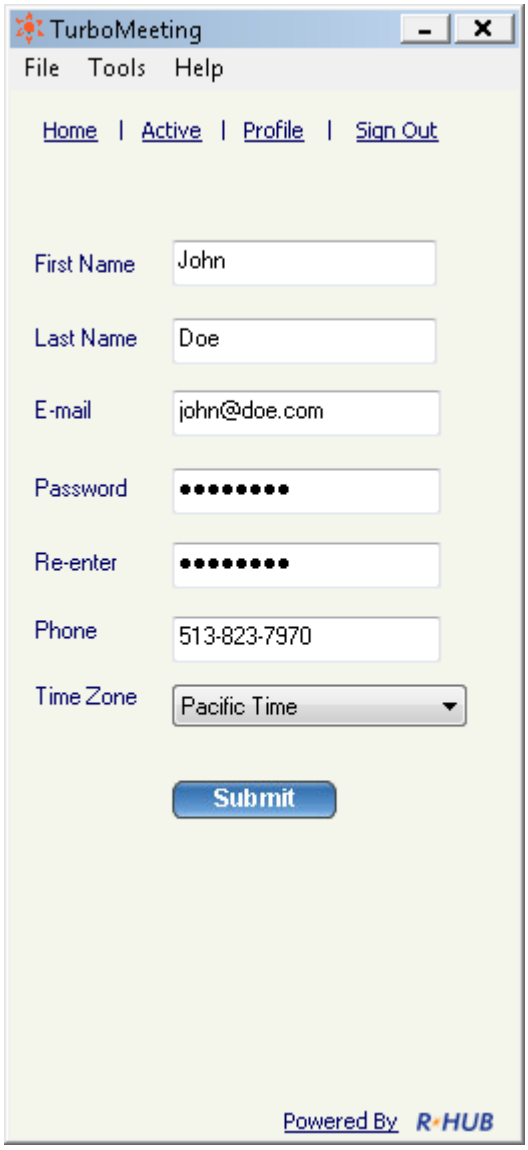


Alert after the meeting is deleted

10. Managing Profile

Follow these steps to manage your profile:

1. Log into **TurboMeeting**.
2. Click **Profile**.



Managing profile

3. Edit your **First Name**, **Last Name**, and **E-Mail**.
4. Provide a **Password** and Retype your password to confirm it.
5. Specify your contact number.
6. Choose the relevant time zone.
7. Click **Submit**.

11. Support Contact

Contact the Service Desk 6000 for technical support.